

## **USER POLICY, RESPONSIBILITY STATEMENT, & CODE OF ETHICS**

*For Wisconsin ServicePoint Client Information Management System*

### **USER POLICY**

Partner Agencies shall share information for provision of services to homeless persons through a networked infrastructure that establishes electronic communication among the Partner Agencies.

Partner Agencies shall at all times have rights to the data pertaining to their clients that was created or entered by them in the ServicePoint system. Partner Agencies shall be bound by all restrictions imposed by clients pertaining to the use of personal data that they do not formally release

It is a Client's decision about which information, if any, entered into the ServicePoint system shall be shared and with which Partner Agencies. The ServicePoint Client Consent/Release of Information shall be signed if the Client agrees to share information with Partner Agencies.

Minimum data entry on each consenting Client will be:

- Completing the ClientPoint section
- Each shelter bed reservation and use
- The HUD 40118 worksheet for Clients receiving services through HUD Continuum of Care grants
- The THP Worksheet for Clients receiving services through the State Transitional Housing Program grant.

Data necessary for the development of aggregate reports of homeless services, including services needed, services provided, referrals and Client goals and outcomes should be entered to the greatest extent possible.

The ServicePoint system is a tool to assist agencies in focusing services and locating alternative resources to help homeless persons. Therefore, agency staff should use the Client information in the ServicePoint system to target services to the Client's needs.

### **USER RESPONSIBILITY**

Your User ID and Password give you access to the statewide ServicePoint system. Initial each item below to indicate your understanding and acceptance of the proper use of your User ID and password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the ServicePoint system.

\_\_\_\_\_ My User ID and Password are for my use only and must not be shared with anyone.

\_\_\_\_\_ I must take all reasonable means to keep my Password physically secure.

\_\_\_\_\_ I understand that the only individuals who can view information in the ServicePoint system are authorized users and the Clients to whom the information pertains.

\_\_\_\_\_ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.

**PRINT**

NAME \_\_\_\_\_ AGENCY \_\_\_\_\_

- \_\_\_\_\_ If I am logged into ServicePoint and must leave the work area where the computer is located, I **must log-off** of ServicePoint before leaving the work area.
- \_\_\_\_\_ A computer that has ServicePoint “open and running” shall never be left unattended.
- \_\_\_\_\_ Failure to log off ServicePoint appropriately may result in a breach in client confidentiality and system security.
- \_\_\_\_\_ Hard copies of WI ServicePoint information must be kept in a secure file.
- \_\_\_\_\_ When hard copies of WI ServicePoint information are no longer needed, they must be properly destroyed to maintain confidentiality.
- \_\_\_\_\_ If I notice or suspect a security breach, I must immediately notify the Agency Administrator for ServicePoint or the System Administrator (DHIR).

**USER CODE OF ETHICS**

- A. ServicePoint Users must treat Partner Agencies with respect, fairness and good faith.
- B. Each ServicePoint User should maintain high standards of professional conduct in the capacity as a ServicePoint User.
- C. The ServicePoint User has primary responsibility for his/her Client(s).
- D. ServicePoint Users have the responsibility to relate to the Clients of other Partner Agencies with full professional consideration.

I understand and agree to comply with all the statements listed above.

\_\_\_\_\_  
ServicePoint User Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agency/System Administrator

\_\_\_\_\_  
Date

NOTE: The Agency Administrator must sign all User Policy forms for the agency's ServicePoint Users. Staff at DHIR will sign the User Policy forms for Agency Administrators.